ACCOUNTING/CLERICAL

SUMMARY

Performs utility billing, responds to customer inquires, receives cash, and performs general clerical duties.

SUPERVISION *RECEIVED*

Work is performed under the general direction of the Fiscal Services Director and the Treasurer's Assistant.

RESPONSIBILITIES AND ESSENTIAL DUTIES AND FUNCTIONS

An employee in this position may be called on to do any or all of the following essential duties: (These examples do not include all of the duties which the employee may be expected to perform.)

1. Verify utility billings based on meter reads for residential, business and industrial users.

2. Examine billings for correctness by overall usage to detect if it is high or low and determines if a meter check is appropriate.

3. Resolve problems with billings for all users. Insure the public is given proper information and treatment regarding questions and problems with their water usage or utility billing.

4. Insure that bills to utility customers are accurate by auditing usage and having meters re-read when necessary.

5. Answer requests for service in a timely manner through work orders.

6. Receipt payments on accounts for water and sewer, parks and recreation programs, current tax, community development permits and all other township accounts receivable.

7. Process new customers and final billings of customers.

8. Process quarterly water and sewer billings, by inputing correct data into utility billing program, verifying information, printing and mailing bills.

9. Process shut-off notices on a monthly basis.

10. Update meter books.

11. Transmit and answer radio calls to mobile units, relaying messages, complaints, information, or emergency messages.

12. Order utility bills, water and sewer applications and meter sheets in a timely manner.
13. Record cemetery information and funeral work orders.

14. Distribute information packets and forms to residents who request BTI Briquets.

15. Perform related work as required including turning office machines in this work area on and off at the beginning and end of the day and assisting with processing mail through the postage meter.

16. Make adjustments on utility accounts summarizing changes by adjustment report.

17. Contact utility service customers with regard to matters related to billings, delinquent accounts, collections and maintains necessary records pertaining to such.

18. Perform general office support functions such as typing general correspondence and preparing mailings.

19. Provide and direct assistance to the public in the conduct of any Township business, including but not limited to the collection/receipting of any Township revenues and/or fees; and the registration for recreational programs.

20. Assist Clerk's Office with the registration of voters and distribution of absentee ballots,.

21. Assist Treasurer's Office with tax questions, current tax collection, filing, billing and collection of delinquent personal property taxes.

22. Backs-up receptionist. Answers incoming telephone calls and directs the caller to the appropriate township personnel or township department.

23. Assist Fiscal Services Director with the accounts payable process.

QUALIFICATIONS AND KSAS (Knowledge, Skills and Abilities) FOR EMPLOYMENT

All of the following qualifications, KSA's and duties are essential. An employee in this class, upon hiring, should have the equivalent of the following:

Ability to effectively communicate with the public.

Ability to deal diplomatically with difficult people.

Ability to perform work accurately and maintain confidentiality regarding accounting information.

Skills in the operation of a computer, word processing program, calculator, cash register, typewriter, copier and other standard office equipment.

Skills in being able to make change when working with currency.

Skills in establishing and maintaining effective working relationships with other employees and the general public.

Ability to see well to complete duties 1 thru 23.

Ability to hear well to complete duties 11, 17, 19, 20-22.

Ability to lift and carry 30 pounds in order to load printer paper.

High school diploma or G.E.D. required. College courses in accounting/finance or equivalent experience preferred.

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Revised 01/09/06